MASS. AF11.2: P41/990

UMASS/AMHERST
312066 0281 5539 9

REFLECTIONS ON EXCELLENCE

PRIDE IN PERFORMANCE

OCTOBER 11, 1990

PRIDE IN PERFORMANCE
ENSE PETIT PLACIDAM SVB LIBERTATE QVIETEM
1990

GOVERNMENT DOCUMENTS COLLECTION
FEB 7 1991
University of Massachusetts
Depository Copy

904/78

Dear Friends:

It is my pleasure to recognize your outstanding efforts to provide quality programs and services to the citizens of the Commonwealth. Although we are forced to manage with fewer resources, your determination and commitment have continued to make a positive difference in the lives of the people you serve.

When the Performance Recognition Program began in 1984, it was designed to focus attention on the excellence which exists in Massachusetts state government and to encourage talented people within the state workforce to excel. We named the most prestigious award in state government in honor of Manuel Carballo, the former Secretary of Human Services, who was an extraordinary public servant committed to improving the quality of life for others.

For the past six years, I have had the opportunity to present awards to some of the most dedicated and talented men and women in state government. They have worked in a wide variety of jobs ranging from professors to social workers, correction officers to nurses, managers to computer operators, secretaries to carpenters, accountants to law enforcement officials. Each of them demonstrated a great capacity for caring and a desire to do the best job possible each and every day.

As recipients of the 1990 Pride in Performance Awards, you, too, have not been satisfied with just doing your jobs--you have done much more. Like Manny Carballo, you are examples of the best we all have within us, and I am honored to have worked with all of you.

As I prepare to leave office in January, I look upon the Pride in Performance Program as one of my administration's most important initiatives, and I encourage all of you to keep the spirit of recognizing excellence in public service alive in the years to come.

Michael S. Dukakis
Governor
Commonwealth of Massachusetts

REFLECTIONS ON EXCELLENCE

PRIDE IN PERFORMANCE

OCTOBER 11, 1990

THE COMMONWEALTH OF MASSACHUSETTS

In the Year One Thousand Nine Hundred and Ninety

RESOLUTIONS COMMENDING ALL STATE EMPLOYEES ON THE OCCASION OF 'PRIDE IN PERFORMANCE DAY".

WHEREAS, THE MASSACHUSETTS PERFORMANCE RECOGNITION PROGRAM WAS ESTABLISHED BY GOVERNOR MICHAEL S. DUKAKIS AS A MEANS OF ENCOURAGING AND REWARDING EXEMPLARY PERFORMANCE OF STATE EMPLOYEES; AND

WHEREAS, THE MASSACHUSETTS PERFORMANCE RECOGNITION PROGRAM HAS FUNCTIONED SUCCESSFULLY THE PAST SEVEN YEARS WITHIN ALL STATE AGENCIES AND FOCUSED ATTENTION ON THE DEGREE TO WHICH EXCELLENCE EXISTS IN MASSACHUSETTS STATE GOVERNMENT; AND

WHEREAS, THE PERFORMANCE RECOGNITION PROGRAM ENCOURAGES TALENTED PEOPLE WITHIN THE STATE GOVERNMENT TO CONTINUE TO EXCEL AND IS A MODEL FOR OTHER STATES AND MUNICIPALITIES TO ENCOURAGE SUPERIOR PERFORMANCE BY PUBLIC EMPLOYEES; AND

WHEREAS, THIS YEAR'S AWARDS DINNER ON OCTOBER ELEVENTH WILL HONOR TEN RECIPIENTS OF THE MANUEL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN PUBLIC SERVICE AND THREE HUNDRED AND SIXTY-SEVEN WINNERS OF THE COMMONWEALTH OF MASSACHUSETTS CITATION FOR OUTSTANDING PERFORMANCE; AND

WHEREAS, SPEAKER OF THE HOUSE OF REPRESENTATIVES KEVERIAN WILL JOIN WITH AGENCY HEADS AND OTHER DIGNITARIES IN CALLING ATTENTION TO THESE OUTSTANDING EMPLOYEES; THEREFORE BE IT

RESOLVED, THAT THE MASSACHUSETTS HOUSE OF REPRESENTATIVES HEREBY COMMENDS ALL STATE EMPLOYEES FOR THEIR DEDICATION AND COMMITMENT TO PUBLIC SERVICE ON THE OCCASION OF 'PRIDE IN PERFORMANCE DAY', OCTOBER ELEVENTH OF THE CURRENT YEAR; AND BE IT FURTHER

RESOLVED, THAT A COPY OF THESE RESOLUTIONS BE FORWARDED BY THE CLERK OF THE HOUSE OF REPRESENTATIVES TO THE TEN RECIPIENTS OF THE MANUEL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN PUBLIC SERVICE AND THE THREE HUNDRED AND SIXTY-SEVEN WINNERS OF THE COMMONWEALTH OF MASSACHUSETTS CITATION FOR OUTSTANDING PERFORMANCE.

HOUSE OF REPRESENTATIVES, ADOPTED, JULY 31, 1990.

George Keverian
SPEAKER OF THE HOUSE

Robert E. MacQueen
CLERK OF THE HOUSE

OFFERED BY:

GEORGE KEVERIAN
SPEAKER OF THE HOUSE

The Commonwealth of Massachusetts

By His Excellency

MICHAEL S. DUKAKIS

Governor

A PROCLAMATION

1990

WHEREAS: The Massachusetts Performance Recognition Program was established by Governor Michael S. Dukakis in 1983 to encourage and reward exemplary performance of state employees; and

WHEREAS: The Massachusetts Performance Recognition Program has successfully highlighted excellence and dedication of employees within state government; and

WHEREAS: The Performance Recognition Program encourages talented people within state government to continue to excel and is a model for other states and municipalities to encourage superior performance by public employees; and

WHEREAS: This year's award dinner on October 11, 1990 will honor ten recipients of the Manuel Carballo Governor's Award for Excellence in Public Service and 367 winners of the Commonwealth of Massachusetts Citation for Outstanding Performance; and

WHEREAS: Governor Dukakis will join with agency heads and other dignitaries in calling attention to these outstanding employees;

NOW, THEREFORE, I, MICHAEL S. DUKAKIS, Governor of the Commonwealth of Massachusetts, do hereby proclaim October 11, 1990 as

PRIDE IN PERFORMANCE DAY

and urge the citizens of the Commonwealth to take cognizance of this event and to participate fittingly in its observance.

Given at the Executive Chamber in Boston, this thirteenth of August, one thousand nine hundred and ninety and of the Independence of the United States of America, the two hundred and fifteenth.

By His Excellency the Governor

MICHAEL S. DUKAKIS

Michael J. Connolly
MICHAEL J. CONNOLLY
Secretary of the Commonwealth

GOD SAVE THE COMMONWEALTH OF MASSACHUSETTS

THE COMMONWEALTH OF MASSACHUSETTS

In the Year One Thousand Nine Hundred and Ninety

RESOLUTIONS HONORING STATE EMPLOYEES ON "PRIDE IN PERFORMANCE DAY" ON OCTOBER ELEVENTH, NINETEEN HUNDRED AND NINETY.

WHEREAS, HIS EXCELLENCY, GOVERNOR MICHAEL S. DUKAKIS, HAS DECLARED OCTOBER ELEVENTH, NINETEEN HUNDRED AND NINETY AS 'PRIDE IN PERFORMANCE DAY' TO THANK ALL STATE EMPLOYEES FOR THEIR CONTINUED DEDICATION AND COMMITMENT TO PUBLIC SERVICE; AND

WHEREAS, 'PRIDE IN PERFORMANCE DAY' IS A CULMINATION OF THE MASSACHUSETTS PERFORMANCE RECOGNITION PROGRAM WHICH WAS ESTABLISHED BY GOVERNOR MICHAEL S. DUKAKIS AS A MEANS OF ENCOURAGING AND REWARDING EXEMPLARY PERFORMANCE IN STATE EMPLOYEES; AND

WHEREAS, THE MASSACHUSETTS PERFORMANCE RECOGNITION PROGRAM HAS THE DELICATE TASK OF SELECTING TEN PERSONS ANNUALLY WHO, BY THEIR SUPERIOR PERFORMANCE, DEMONSTRATED THE HIGHEST IDEALS IN PUBLIC SERVICE; AND

WHEREAS, ON OCTOBER ELEVENTH, AN AWARDS DINNER WILL BE HELD TO HONOR TEN RECIPIENTS OF THE MANUEL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN PUBLIC SERVICE AND TO RECOGNIZE THREE HUNDRED AND SIXTY-SEVEN WINNERS OF THE COMMONWEALTH OF MASSACHUSETTS CITATION FOR OUTSTANDING PERFORMANCE; NOW THEREFORE BE IT

RESOLVED, THAT THE MASSACHUSETTS SENATE JOINS WITH HIS EXCELLENCY, GOVERNOR MICHAEL S. DUKAKIS, IN COMMENDING STATE EMPLOYEES ON "PRIDE IN PERFORMANCE DAY" FOR THEIR EXEMPLARY CHARACTER AND DEDICATION TO THE CAUSE OF PUBLIC SERVICE; AND BE IT FURTHER

RESOLVED, THAT A COPY OF THESE RESOLUTIONS BE TRANSMITTED FORTHWITH BY THE CLERK OF THE SENATE TO MICHAEL JOSEPH CONNOLLY, SECRETARY OF THE COMMONWEALTH, AND TO THE MEMBERS OF THE MASSACHUSETTS PERFORMANCE RECOGNITION PROGRAM.

SENATE, ADOPTED, AUGUST 3, 1990.

William M. Bulger
PRESIDENT OF THE SENATE

Edward B. O'Neill
CLERK OF THE SENATE

OFFERED BY:

William M. Bulger
WILLIAM M. BULGER
PRESIDENT OF THE SENATE

The Governor, House of Representatives and Senate Commend All State Employees

ANNUAL AWARDS DINNER PROGRAM

Opening Remarks
David A. Haley, Personnel Administrator
Department of Personnel Administration

Greetings
Honorable George Keverian
Speaker of the House

Honorable William M. Bulger
President of the Senate

Keynote Address
Governor Michael S. Dukakis

AWARDS CEREMONY

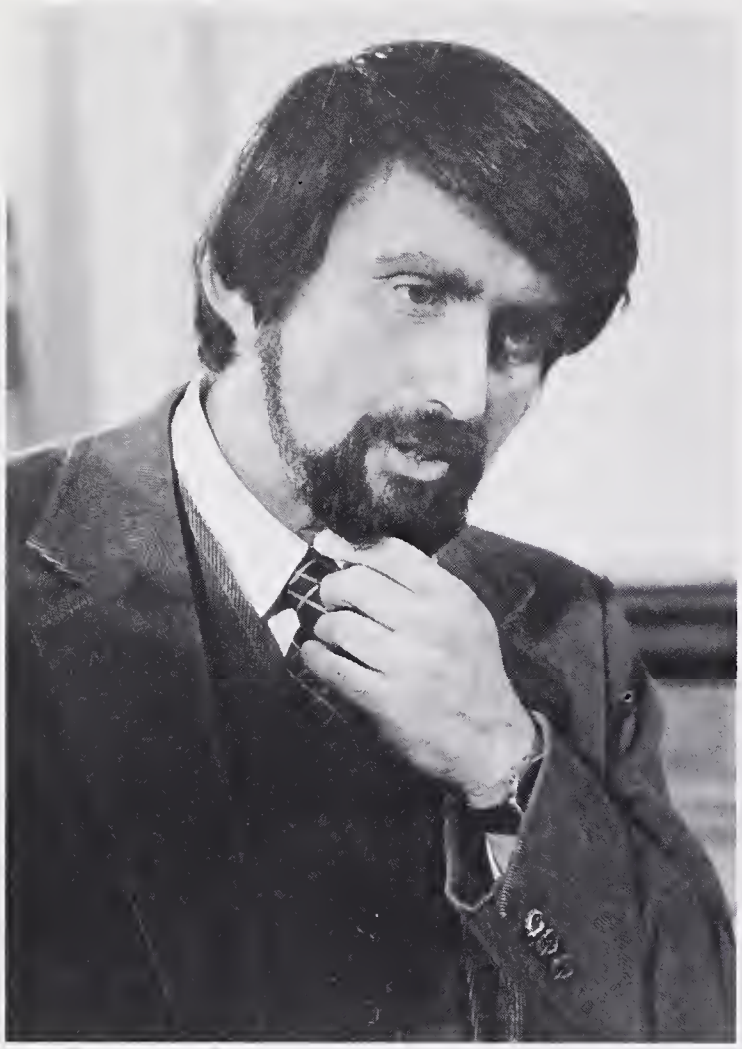
Commonwealth of Massachusetts
Citation for Outstanding Performance

Manuel Carballo
Governor's Award for Excellence
in Public Service

The 1991 Pride in Performance Calendar will be distributed immediately following the awards ceremony.

THE 1990 PRIDE IN PERFORMANCE AWARDS CEREMONY

OCTOBER 11, 1990



Manuel Carballo

Secretary, Executive Office of Human Services
1983 - 1984

Manuel Carballo was appointed Secretary of the Executive Office of Human Services by Governor Michael S. Dukakis in January, 1983. In this position, he oversaw the administration of fourteen state agencies which serve the disabled, children, criminal offenders, the elderly, families under stress, and the poor. It is the Commonwealth's largest secretariat.

"Our fellow citizens have charged us with caring for the people we serve and to pursue excellence in that care.

We are often the last expression of community, the last link to the commonwealth of care that Massachusetts citizens provide.

You are doing much more than just a job...and I am happy to join you in it."

Manuel Carballo

"I met Manny when we both worked together at the Kennedy School. I will not forget our talks; and Manny liked to talk. He was thoughtful and perceptive...and he had a kind of precocious wisdom which he would deliver with a laugh and a twinkle in his eye.

Before his tragic death on January 27, 1984 at the age of 42, Manny Carballo remained committed to public service. Throughout his career, he used his superior intelligence, understanding and skills to help people and to improve government."

Governor Michael S. Dukakis

This award is the state's highest honor for Executive Department employees.
Each year ten people are chosen to receive the award, which was created to recognize state employees who personify excellence in public service.

The recipients are chosen for demonstrating exemplary leadership, exhibiting creativity and innovation, and attaining significant improvements in productivity and savings in their agency's operations.

Each state agency may nominate one person or a group of employees for this award. A ten-person Selection Committee reviews the nominations and makes recommendations to the Governor. The Committee is composed of the Speaker of the House, the President of the Senate and various gubernatorial appointees from business, labor, community groups, academia, and the media.

Each Carballo Award winner receives a $1,000 cash award, a personalized plaque, and an award citation signed and presented by the Governor at the Massachusetts Performance Recognition Awards Dinner.

In addition, the names of recipients are added each year to the Carballo Award plaque outside the Governor's office in the State House.

THE MANUEL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN PUBLIC SERVICE

1990

ANNE BRADSTREET-MCGRAIL

Supervisor, Clerical One Unit
Massachusetts Commission for the Blind

"It has been a privilege to work at the Commission for the Blind for the past 18 years, and my life has been immeasurably enriched by the experience."

Anne Bradstreet-McGrail supervises the unit which provides centralized typing and reader services to the agency's blind professional staff. Her unit has a direct and critical impact on the way services are provided to their clients. The reader service she supervises helps sightless social workers, rehabilitation counselors and teachers to complete their paperwork, read their mail and keep up with developments in the field.

Anne is a dedicated state employee who is always willing to go the extra mile and assist in any emergency. She is a tireless volunteer and organizer who chairs the agency blood drive and sponsors many morale-boosting events.

Despite statewide cutbacks which have severely affected Anne's staffing, she has maintained a level of support to blind professionals which has been exemplary. Although her workload has increased while her staff has decreased, she remains gracious, efficient and creative.

RAYMOND DIGGS, SR.

Deputy Superintendent, Light Rail
Massachusetts Bay
Transportation Authority

"It takes real teamwork to bring safe, user-friendly service to the community. I am pleased for the opportunity to play a key role in such an organization."

Ray Diggs is a leader among his fellow workers and in his community. His achievements at the T have been outstanding in the face of significant challenges, and his continual drive to add to this record of success makes him an invaluable asset to the T, the riding public and his community.

The Cabot Garage is the T's largest bus garage, providing bus service to over 89 routes for nearly 100,000 daily customers. When Ray took over the Cabot Garage, it was in crisis. There was a very high absenteeism rate, many service complaints by T customers, and racial conflict. Today, the accident rate has declined, absenteeism has decreased, the complaint rate has dropped while the compliment rate has soared, and racial harmony has been restored. He has been able to unite a culturally diverse workforce toward a common goal: improved customer service. Cabot Garage now has its first female station master, and people of color have assumed leadership roles. Above all, Ray's staff knows he is committed to their safety and the safety of their passengers, and he works with the police to ensure it.

Ray's boundless energy, dedication, resourcefulness and loyalty to his staff and the people he serves have made these achievements possible.

MICHAEL P. HIRSH, M.D.
Assistant Professor of Surgery
and Director of Pediatric
Trauma Center
University of Massachusetts
Medical Center

Dr. Michael P. Hirsh is an individual who truly believes in public service. As a pediatric trauma surgeon, Dr. Hirsh has saved the lives of many children and his talent and skill are widely recognized by the medical community. Dr. Hirsh's accomplishments are not limited to his surgical practice; he is also an outstanding educator. He has twice been chosen, in 1988 and 1989, as the recipient of the Outstanding Teaching Award from the University of Massachusetts Medical School. A very active researcher, Dr. Hirsh has published numerous scholarly articles in various professional publications within his field.

"Children are the Commonwealth's most precious resource. If the UMass Pediatric Trauma Center can prevent even a single child from unnecessary injury, we have accomplished much more than when we treat injured children after the fact. This award is a tribute to all of us at UMMC engaged in those efforts."

With an extremely demanding schedule, Dr. Hirsh makes the time to bring the message of child safety and accident prevention directly to children and their parents through educational programs he presents within the community. The families and children he has helped are as devoted to him as he to them.

Dr. Hirsch reaches out beyond the four walls of the Medical Center to touch the lives of the citizens of the Commonwealth. Technology and the times have certainly changed the role of the physician. Michael P. Hirsh is more than a Pediatric Surgeon -- he is an exceptional individual who has grasped the times and the technology; studied them, perfected them, and used them to better the lives of our children.

RUTH P. MOORE

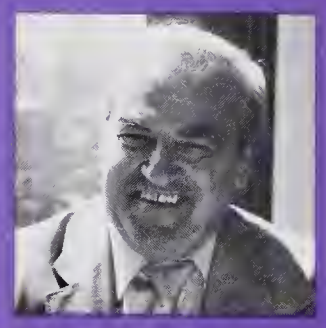
Coordinator,
Western Massachusetts
Regional Office
Massachusetts Commission for the Deaf and Hard of Hearing

Ruth Moore exhibits a high level of professionalism in an extremely challenging position. She has significantly increased the morale of her staff by being supportive, exhibiting a positive attitude about her job, respecting each person's viewpoint, and encouraging sensitivity to the people they serve. She creates an environment which promotes sensitivity toward hearing impairment and encourages everyone to work together toward a common goal — providing services for all deaf and hard of hearing people in the Commonwealth.

Ruth has also taken an active involvement in making the community aware of the special needs of the deaf and hard of hearing. For example, she has worked directly with the police community in familiarizing them with the challenges facing the hearing impaired. Her efforts have inspired police officers to respond in a more sensitive, compassionate manner.

Overall, Ruth's diligence and commitment have resulted in savings for the agency, an increase in staff morale and improved productivity. She subtly, yet powerfully, encourages a renewed dedication to the task at hand.

"Promoting communication accessibility and quality services for deaf and hard of hearing people in the Commonwealth is both challenging and rewarding. I accept this recognition not just for myself but also for the great staff of the Massachusetts Commission for the Deaf and Hard of Hearing."



RALPH F. NEE

Director, Office of Facilities Management
Division of Capital Planning and Operations

In his 24-year career, Ralph Nee has risen from Senior Electrical Engineer to Director of the Office of Facilities Management. During that time, he has combined his technical expertise with his management skills to create a climate of cooperation between contractors and agencies, which is a necessary ingredient in every project.

"The pride and dedication of my staff are what makes achieving these difficult tasks possible. They are hard working and devoted, and the satisfaction they get comes from the knowledge that, no matter what it is, it is a job well done."

Ralph's innovations have realized savings for the Commonwealth in energy resources and maintenance costs. He set up a model computerized system to monitor maintenance needs in every state building, and has worked with various maintenance staffs to get the job done at the lowest cost. As chief of "the Mod Squad," Ralph introduced the first stand-alone modular correctional facility to the Commonwealth, which has already added nearly 500 beds to the state's overcrowded prison system with plans to add another 2,000 beds in the future.

Restoration of the historic Massachusetts State House is a major renovation project under the supervision of Ralph Nee. Renovation of a public building on this scale is carried out only once or twice a century. Ralph's skilled management of this process will leave a legacy to the Commonwealth in a restored, modern and up-to-date State House.

His skills in managing people and materials to bring out the best in both make him richly deserving of the Carballo Award.

KIARTICHAI PAYONGSITH

Offset Duplicating Machine Operator
Bristol Community College

Kiartichai Payongsith, known to his friends and colleagues as "Song," manages a busy department responsible for printing approximately 8,600 jobs each year.

"Working together and knowing each other make the workload easier and smoother. Whatever you do, be the best you can be and treat others like you want to be treated."

A native of Thailand, Song has always been conscious of the need to conserve resources. Long before it became fashionable, he practiced recycling in the duplicating center. He and his staff reuse scrap paper for interoffice memos and message pads which are distributed throughout the college. He salvages and recycles developing chemicals with no cut in printing quality. He has even learned to repair and maintain the print shop's equipment, eliminating many expensive service calls.

Song gives more than 100 percent to the job, turning orders around quickly, neatly and cost-effectively. The print shop is immaculate and orderly. But his commitment to his work goes beyond that, putting in extra time and effort to produce work of extremely high quality and value.

In everything he does, Song is conscientious, hardworking and thorough, committed to giving his best. He is a caretaker of the public trust and is always conscious of making sure that the Commonwealth's dollars are wisely spent.

PETER A. PETROU

Maintenance Worker
Massachusetts Turnpike Authority

Peter Petrou is an individual who is committed to his work and does the best job possible at all times. On a daily basis Peter demonstrates an ability to handle crisis situations in a calm, responsible manner. When motorists are delayed by a breakdown, Peter's compassion and assistance are a welcome relief to patrons of the turnpike authority.

"I've been with the Turnpike Authority for twelve years. It has been a great job because everybody here is supportive of everyone else. I was able to respond to the incidents I was nominated for because of the training I received. Anyone would have done the same. I'm just happy no one got hurt."

One morning last January, Peter was asked to remove a disabled car from the Sumner Tunnel. While he was towing the car, he noticed a tractor trailer truck which was on fire. He immediately stopped and put out the fire. He then towed both the car and truck from the tunnel at the same time. Within 15 minutes, both vehicles and passengers were removed unharmed, and commuters in the area were able to avoid long delays. In another incident in March, Peter rescued a three-week-old infant who was accidently locked inside an overheating car in the Callahan Tunnel. Peter removed the child from the smoking car, towed the car to safety, and secured medical assistance for the panicked mother and child.

In both instances, Peter's quick thinking ensured that there were no injuries, that potentially dangerous situations were averted, and that traffic continued to flow without undue delay.

One may ask who the real heroes of our time are. They are hard-working, dedicated people like Peter Petrou.

DONNA M. REULBACH

Director of Elder Protective Services
Executive Office of Elder Affairs

Donna Reulbach successfully manages a complex and highly sensitive program which helps 700 abused and neglected older persons receive the services they need each day.

Donna's accomplishments are many. She and her staff revamped the $1,000,000 Elder at Risk Program to serve some of the Commonwealth's most vulnerable citizens. The program is hailed by both advocates and families as one of the most effective programs in the country.

Donna also worked with the District Attorney of Middlesex County to develop an agreement to promote a closer working relationship between law enforcement officials and protective services workers. The goal of the agreement was to improve the way the state responds to charges of serious elder abuse and neglect. The agreement was one of the first of its kind in the country and has received national and international attention from other experts in the field. Since the agreement was reached, referrals to the Middlesex District Attorney increased by more than 300%, a dramatic indication that more of our elderly citizens are getting the help they need.

Donna's fairness, generosity of spirit, flexibility and dedication have made her an exemplary state employee and a role model for all human service professionals.

"I have been fortunate to be a member of a team of talented professionals. With the support and hard work of energetic and committed staff, we have been able to develop a statewide program for vulnerable isolated elders without spending an additional state dollar. This could not have been done unless everybody contributed 100%."

STATE POLICE GENERAL HEADQUARTERS DISPATCHERS

Department of Public Safety

The State Police Dispatchers' primary duty is to respond to emergency calls from all over the state and beyond. These calls are for every type of police service, from disabled motor vehicles to ongoing criminal and medical emergencies. In the past year, call activity on this system has increased to an average of over 7,000 calls per month. Each day the State Police Dispatchers work with police departments in other states and with other state agencies. Their speedy response often means the difference between life and death.

"When you operate in the public safety arena, the vital ingredient is teamwork. There may be supervision and leadership, but it's the tight meshing of the team that makes the difference."

As an example, a woman in Maine received a call from her suicidal sister in Malden who had just taken an overdose of sleeping pills. While keeping her sister on the phone, the worried woman sent her daughter next door to ask the neighbor to call the Massachusetts Police. The neighbor gave the dispatcher the woman's name and possible address, and then the dispatcher went into action. Within 10 minutes the dispatcher found the suicidal woman's address and had contacted the city's fire department and life-saving first aid was administered. The woman's life was saved because of the dispatcher's quick response.

Dispatchers live with constant demands on their ingenuity and efficiency, and repeatedly come through with solutions to ever-varying problems. Their work, spirit of cooperation, and pride bring great credit upon themselves, the State Police and all public safety services throughout the Commonwealth.

JANELLE C. SUMPTER

Service Coordinator
Department of Mental Retardation

"There should be more opportunities open to people with mental retardation. I hope that I opened a few more doors for my clients and helped them get some of the things out of life that they deserve."

Working with people with mental retardation presents many challenges and requires special skills and a great sense of commitment. Janelle Sumpter meets these challenges every day as she helps her clients and their families receive the services they need.

Janelle consistently finds creative and innovative solutions to unique service demands. An example of her dedication is demonstrated by the fact that she volunteered to assume the responsibility for six families who have many unusual and professional needs. In this role she takes them shopping and to their doctor, and helps them open up a bank account and set up a family budget. She will often call or visit them at night or on weekends just to ask if they need anything and is always there when they need her.

Janelle Sumpter's efforts have made it possible for her clients to function independently rather than being confined to an institution. Her dedication and commitment have made an enormous difference for the people she serves each day.

This special award is presented to Executive Department employees who have demonstrated outstanding performance and have worked in state government for at least two years.

An individual or group may be nominated by a supervisor, peers, professional colleagues, or others familiar with their work. Nominations are reviewed by the agency's selection committee and approved by the Agency Head. The number of awards allotted to each agency is based on the total number of employees in that agency.

Each recipient receives an individually engraved marble pen set, or a plaque if a group award, a Commonwealth Citation for Outstanding Performance signed by the Governor and the Agency Head, and a Pride in Performance pin.

THE COMMONWEALTH CITATION FOR OUTSTANDING PERFORMANCE

1990

Citation Winners 1990

Reflections on Excellence

Administration and Finance

Executive Office for Administration and Finance
Alan L. Gold
June Parziale
James T. Waldman

Board of Library Commissioners
Sarah Quezada

Budget Bureau
Lauren Johnson

Division of Capital Planning and Operations
Capital Payments Unit
Paul F. DeCilio
Modular Construction Team
"The Mod Squad"
Ralph F. Nee

Office of the Comptroller
Expenditure Classification Project
Carol A. Gross
Emma L. Keohane

Massachusetts Commission Against Discrimination
Ethel Stoute

State Library of Massachusetts
Bette Siegel

Group Insurance Commission
Judith A. Settana

Office of Management Information Systems
BCS Production
Scheduling Group
LAN Support Team
Robert Peterson

Department of Personnel Administration
Eileen Honen
Kea Macrogianis
Public Information Unit

Department of Procurement and General Services
Esther Barlas
Susan Egidio
Juanda Sloan

Department of Revenue
Kenneth Arena
Edward J. Cheney
Database Technical Team
Office of Facilities
Management
Forms Revision Team
Susan Kelley
Anne Leslie
Stephen E. Moffatt
Suffolk County Litigation Unit

Bureau of Special Investigations
Lawrence V. Lajoie
William J. McCarthy
Paul J. Murphy

Bureau of State Office Buildings
Claude Austin
Joseph Lydon
John Restuccia

Communities and Development

Executive Office of Communities and Development
Christine DeVore
Susan Merrow Kehoe
Senior Construction Engineers

Consumer Affairs

Executive Office of Consumer Affairs and Business Regulation
Alcoholic Beverages
Control Commission Investigators
Edgar Dworsky
Stephen Owens
John Patrone

Division of Banks
Ann T. Collins
James J. Forti
Elizabeth A. Wozniak

Division of Insurance
Robert D. Hunter
Joanne E. La Rosa
Therese A. Pagano

Department of Public Utilities
Nancy Brockway
Patricia Crowe
Adele T. Tamagna

Board of Registration in Medicine
Licensing Unit

Division of Registration
Victoria Fernandes
Hemara Thach

Division of Standards
Charlene Levasseur

Citation Winners 1990

Reflections on Excellence

Economic Affairs

Executive Office of Economic Affairs
Camille Passatempo
Diana P. Salemy
Judith Williams

Department of Employment and Training
Antone Dias, Jr.
Employment Express Administrative Team
Interstate Department
Lawrence Employment Network
David C. Petruski
Quality Control Department
Staff Training Department
Richard T. Sullivan
Leo G. Sylvestre

Education

Department of Education
Budget Office
Bureau of Teacher Certification
Velma Cobb Stubbs
William Rogers
John Stager
Clara Stephenson

Board of Regents of Higher Education
Roy S. Milbury

Bristol Community College
Cynthia Hahn
Kiartichai Payongsith
James W. Pelletier

Bunker Hill Community College
Pamela M. Cinelli
Susan F. Donnelly
Timothy M. McLaughlin

Cape Cod Community College
Gail F. Bates
Gail W. McCormick
Mary T. Ruby

Greenfield Community College
Campus Child Care
Early Childhood Ed Team
Math Department
Phyllis E. Schempp

Holyoke Community College
Carrie Buckner
Hubert Robert
Mary Shelasky

Massachusetts Bay Community College
Buildings and Grounds Crew
Phyllis J. Gale
Cholthanee Koerojna

Massasoit Community College
Communication Support Staff
Robert Landry
Colin Moran

Middlesex Community College
Janet Abbott
Gwynne Anderson
Mary Lattuca
Permanent Campus
Building Committee

Mount Wachusett Community College
Grace A. Costanzo
Mark C. Morel
Paulette Rocheleau

North Shore Community College
Nancy Alberto
Custodial Services
Joseph D'Ambrosio

Northern Essex Community College
Stephen Fabbrucci
Elaine Glennon
Judith Tye

Quinsigamond Community College
Marjorie Bruce
Communications Skills Center Faculty and Staff
Print Shop and Mail Room Staff

Southeastern Massachusetts University
Mario M. Costa
Fryderyk E. Gorczyca
Narayanan Janakiraman
Herbert G. Lopes
Margaret A. Rebeiro
Judith L. Rizzi

Springfield Technical Community College
Admissions Staff
Walter Carey
Mark Curto

University of Lowell
Ann Marie Bird
Howard Kaplan
Patricia Masterson
John Murphy
Francine Wallaker
Beatrice Zwicker

University of Massachusetts
Kevin H. Aiken
Karen J. Allen
Giuseppina Dello Stritto
Anna E. Donovan
Susan L. Hamwey
Cynthia J. Hardy
Michael P. Hirsh
Rosemarie L. Mick
Christine M. Newman
Hermine M. Randall
Yvette G. Remillard
David W. Rizk
Lynne Ivers Thompson
Kenneth H. Walker

Elder Affairs

Executive Office of Elder Affairs
Donna M. Reulbach

Environmental Affairs

Executive Office of Environmental Affairs
Joseph Pelczarski

Department of Environmental Management
Charles M. Burnham
Cathy Burrows
Michael L. Parker
Anna L. Prince
Skinner State Park Conservation Laborers
H. Wesley Tuttle

Department of Environmental Protection
Russell Isaac
Terri Kelly
Management Information Systems
George Minasian
Dean Spencer
Helen Waldorf

Department of Fisheries, Wildlife and Environmental Law Enforcement
Division of Law Enforcement
Hazardous Waste Unit
Bruce T. Estrella
Peter H. Oatis (posthumously)

Department of Food and Agriculture
Mark Buffone
Mary Moffitt
Sandra Pepe

Metropolitan District Commission
Alida Blood
James Comeau
Hatch Shell Group
Maintenance
Support Unit
James McCann
Christopher McGinty
Metropolitan Mounted Police
Joaquin P. Miranda
Robin Snyder

Human Services

Executive Office of Human Services
Matthew E. Fishman
Teresa H. Kinsella
Hans H. Toegel

Massachusetts Commission for the Blind
Anne Bradstreet-McGrail
William J. Duggan
Edward J. Leslie, Jr.

Massachusetts Commission for the Deaf and Hard of Hearing
Ruth P. Moore

Department of Correction
Paul Barbosa
Boston Correctional Center Transition Team
Kathleen Cole
Edward Ficco
Fugitive Apprehension Team
Nancy Lawrence
MCI Cedar Junction Health Services Team
MCI Cedar Junction Security Response Team
Joyce Midttun
Robert Murphy
PPREP Team
Patrick Pisani
Sharon Roderiques
Edward Russell (posthumously)
Brian Sylvester

Department of Medical Security
Lawrence R. Levitt

Department of Mental Health
Anthony Enos
Barbara Glick
Katherine Kearney
Myrtle Kuczenski
Judith Mc Hugh
Medfield State Hospital Power Plant Staff
Adrienne Plotkin
Mary Reed
John Rinehart
Christine Rogers
John Rowe
Ann Scott
Margaret Spencer
Ian Tink
Stanley Watts

Department of Mental Retardation
Martha R. Barriere
Denise A. Bird
Glavin Regional Center Psychology Department
Lisa M. Harris
Jeffrey A. Keilson
Laverne LeMay
Malbina A. Luis
Wayne E. Patria
Region V Quality Assurance
Residential Services Administration and Unit Directors
John E. Riley
Carolyn Stack
Janelle C. Sumpter
Tyrone G. Ulmer
Mary Beth Vargus

Office for Children
Family Day Care Licensors, Region I
Jean Peterson
Mary Jo Welch

Massachusetts Parole Board
Michael H. Kozak
Catherine E. Maytum
Essie M. Page

Department of Public Health
Philip Carrozza
Linda Faneuf
Raymond Gosselin
Florence Heenan
Abby Shapiro Kendrick
Susan Lett
Donald Martini
Roger O'Shea
Refugee Outreach Staff
Senior Managers
Bureau of Health Statistics, Research and Evaluation
June Trank
Delores Washington

Department of Public Welfare
Client Support Group Facilitators, Lowell Office
Head Secretaries, Legal Division
Barbara Hillman
Housing Resources Division
Constance Hurd
Marie Lonczak
Eugenia Long
MMIS Rebid Team
Medical Case Management Team
Roger Neild
Richard Pedroli
Michael Raposa

Rate Setting Commission
Barbara L. Crane
Christopher J. Kane
Jane D. Spilka

Massachusetts Rehabilitation Commission
Susan Brown
Cheryl Cormier
Disability Determination Services Hearings Unit
Kathleen Freer
Malcolm MacNeil
Natalie Jane Yule

Department of Social Services
Brockton Family Resource Unit
Gary Calhoun
Mary Fotos
Kidnap Recovery Team
J. Holly Murphy Garvey
Mary O'Malley
Marie Robitaille
Pamela Samuels Fortes
Jack Sylvia

Soldiers' Home in Chelsea
Jean Bartolo
Anthony DelloRusso
Benjamin Irizarry
Physical Therapy Department
School of Practical Nursing
Rosemary Strassburger

Soldiers' Home in Holyoke
Michelle E. Beaudry
Brian P. Shea
Lynn L. Weber

Office of the Commissioner of Veterans' Services
Elizabeth M. Gulla

Department of Youth Services
John A. DeBenedetto
Ralph A. DeFeo
Paul T. Leahy
Elroy E. McClean
Systems Unit
Western Regional Office

Labor

Executive Office of Labor
Mary Cappadona

Department of Industrial Accidents
Thomas Finneran
Senior Vocational Rehabilitation Counselors
Donna Ward

Department of Labor and Industries
Jill S. Dowd
Elaine M. Kosky
Theresa A. Vadala

Public Safety

Massachusetts Capitol Police
Richard Kurland

Civil Defense Agency
John L. Lovering

Criminal History Systems Board
Programming and Development Unit

Criminal Justice Training Council
Kevin M. Donnelly

Governor's Highway Safety Bureau
Thomas M. McGovern

Merit Rating Board
Citation Processing Work Unit
Quality Control

Military Division
George W. Hallock, Jr.
Leo Petit
Alice Slezak

Office of the Chief Medical Examiner
Medical Examiner's Office Staff

Department of Public Safety
Walter D. Campbell
Crime Lab Administration Unit
Bonnie M. Daly
Jean M. Deptula
Anne Doriski
James L. Smith
State Police General Headquarters Dispatchers
Robert A. Sullivan
Delores M. Veronese
Betty I. Wing

Registry of Motor Vehicles
Basic Enforcement Assistance Team
Customer Assistance Bureau
Donald S. Johnson
Lynn Branch Office
Robert F. Rafail
Worcester Branch Office

Transportation and Construction

Executive Office of Transportation and Construction
Arthur Bernard

Massachusetts Bay Transportation Authority
Baptista Barros
Lewis P. Best
Marion L. Canavan
Capital Planning and Programming Staff
Raymond Diggs, Sr.
Everett Woodworking Mill
Joseph S. Gray
Martin J. Mullen
Nancy Polcari
Philip C. Racioppi, Jr.
Robert P. Rizzo
Edward C. Vartabedian
Johnnett West
Arleen Wolterding
Judy L. Wong

Massachusetts Port Authority
David M. Callahan
"Go Team"
Logan International Airport
Louis Hinckley
Maryellen Russo
Mamadou L. Savadogo
Transportation Building Management Office

Massachusetts Turnpike Authority
Daniel C. Bates
Harry J. Carlson
Gloria J. Chisholm
Peter A. Petrou
Patricia M. Powell
Kathleen P. Sieckarski

Department of Public Works
Raymond E. Adams
George L. Cullen
John A. Cummings
John H. Donovan
General Accounting Unit
Mary A. Grieco
Robert A. Hartnett
Hazardous Materials Wetlands Unit
Roger T. Northrup
Willard S. Payne
Anthony S. Petronio
Geraldine L. Silva
Sue G. Yee

- **Administration and Finance,** Central Reproduction Services for printing invitations, forms, memos and other materials.

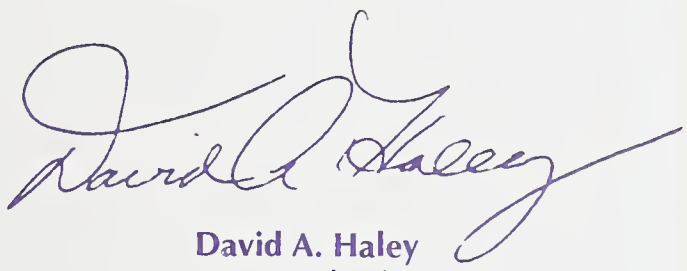
- **Agency Heads and Pride in Performance Coordinators,** for providing the leadership and support to make the 1990 Pride in Performance Program successful and valuable.

- **Massachusetts Bay Transportation Authority,** Marketing and Ridership Directorate and Construction Directorate, for the design and production of the 1991 Pride in Performance Calendar and for providing the photography for this year's program.

- **Department of Public Welfare,** Employee Services Unit and Publications and Outreach Unit, for the design and production of the Awards Program Booklet and for coordinating the video projection of the awards ceremony.

- **Massachusetts Commission for the Blind,** Ferguson Industries, for the engraving and assembly of the pen sets and plaques and for the packing and distribution of the 1991 Pride in Performance Calendar.

Without everyone's dedicated effort, especially the staff from DPA, this year's program would not have been possible. Many thanks!



David A. Haley
Personnel Administrator

Thank you!

The Department of Personnel Administration wishes to thank all the individuals and agencies who contributed their efforts in putting together the 1990 Massachusetts Performance Recognition Program.

Looking Back:
MANUEL CARBALLO AWARD WINNERS 1984 - 1989

1984

James M. Berrini	Faculty	Bunker Hill Community College
Robert D. Yuro	Deputy Commissioner	Department of Environmental Management
Marian Quinn	Assistant Director of Nurses	Department of Mental Health
The Homeless Unit		Department of Public Welfare
Dr. John Delaney	Director	Department of Environmental Protection
Gloria Fernandez-Tearte	Special Assistant	Executive Office of Public Safety
Maintenance Department		Greenfield Community College
Margaret Dale	Counsel III	MCAD
Edward J. Lopez	Chief of Appeals	OER/Department of Personnel Administration
Emergency Nurses CARE		University of Massachusetts

1985

Children's Physical Development Clinic		Bridgewater State College
Laura Rossi-Le	Chairperson, EASL	Bunker Hill Community College
Joseph Stromski	Superintendent	Department of Environmental Management
Dr. Joseph L. Cohen	Chairman	Department of Public Health
Barbara Burke-Tatum	Associate Commissioner	Department of Public Welfare
Speedy Efficient Refunds		Department of Revenue
Charlestown Secure Detention Unit		Department of Youth Services
Thomas E. McLoughlin	Deputy Commissioner	Department of Environmental Protection
John C. Matthews	Director of Hearings	Massachusetts Parole Board
Kathleen M. Hogan	Program Manager	Soldier's Home in Holyoke

1986

Arthur B. Phinney	Professor	Berkshire Community College
Mary Kelley	Receptionist	Budget Bureau
Alberto C. Gonzalez	Carpenter	Bunker Hill Community College
Richard G. J. Greloti	Superintendent	Department of Correction
Barbara Davidson	Nurse	Department of Mental Health
Donna I. Boyd	Head Clerk	Department of Public Works
Robert B. Beckwith	Compliance Officer	Division of Banks
Mature Industries		Division of Employment Security
Minette R. Lall	Director of Special Services	North Shore Community College
Jean S. Morgan	Secretary	Southeastern Massachusetts University

1987

Adelaide Mickey	Worker with the Blind	Commission for the Blind
Stress Program Staff		Department of Correction
Non-Violence Instructors		Department of Mental Health
Stuart Forman, Ph.D	Director	Department of Public Health
Carmen Canino	Associate Commissioner	Department of Public Welfare
Annie DeMartino	Social Worker	Department of Social Services
Floyd Richardson	Chief	Division of Fisheries and Wildlife
Donna Henderson	Director	Executive Office of Labor
Lori Ann Steans	Senior Property Administrator	Executive Office of Transportation and Construction
Advocacy Specialists		Office for Children

1988

Judith D. Burnett	Professor	Bunker Hill Community College
George Proctor	Mental Retardation Worker	Department of Mental Retardation
CommonHealth Team		Department of Public Welfare
Gene R. DiRado	Supervisor	Department of Public Works
Michael Bradley	Assistant Director	Department of Youth Services
Gary C. Anderson	EDP Programmer	Division of Banks
Roger Laflamme	Maintainer	Holyoke Community College
Aids Discrimination Task Force		MCAD
Anne M. Foley	Head Administrative Assistant	Office of the Comptroller
Ann Marie Matchett	Library Technician	State Library of Massachusetts

1989

Norman R. Carver	Superintendent	Department of Correction
Maureen M. Wark	Civil Rights Specialist	Department of Education
Michael A. Magnifico	Supervisor	Department of Environmental Management
Children's Unit Night Staff		Department of Mental Health
Mitsue Zukowski	Senior Identification Officer	Department of Public Safety
Springfield Housing Unit		Department of Public Welfare
Saf Lerman Caruso	Coordinator of Foster Parents Recruitment	Department of Social Services
E. Gwynne Dilday	Director EEO/AA	MBTA
Virginia C. Noonan	Associate Professor	Northern Essex Community College
James T. Delaney, Jr.	Lieutenant	Registry of Motor Vehicles

Design, Text and Layout:
Publications & Outreach Unit
Employee Services Unit
Department of Public Welfare

Photography:
Marketing and Ridership Directorate
Construction Directorate
Massachusetts Bay
Transportation Authority

GCIU 30